

TRIPURA**GAZETTE***Published by Authority***EXTRAORDINARY ISSUE***Agartala, Wednesday, February 5, 2025 A. D., Magha 16, 1946 S. E.*

**PART--I-- Orders and Notifications by the Government of Tripura,
The High Court, Government Treasury etc.**

**GOVERNMENT OF TRIPURA
FOREST DEPARTMENT**

No.F.18-20/Stat/For-22/CM helpline/25873-948

Dated, Agartala, the 30th January, 2025.

NOTIFICATION

Subject:- Notification Defining the working procedure and escalation matrix for Online Grievance Mechanism.

As a part of Online Grievance Mechanism, it has been provisioned for smooth discharge of service to the public for lodging the grievances related to Forest, Wildlife, Biodiversity/ any issue related to Forest Department by hyperlinking to CM Helpline portal <https://cmhelpline.tripura.gov.in> and Amar Sarkar portal <http://amarsarkar.tripura.gov.in>.

The Escalation Matrix for Online Grievance Mechanism is detailed below:

Escalation Matrix		Timeline to dispose of the grievance
1 st level	Nodal Officer, Public Grievance, DCF (HQ).	05 (Five) Days
2 nd level	Sub-Divisional Forest Officer of respective Sub-Division	15 (Fifteen) Days
3 rd level	District Forest Officer of respective District	15 (Fifteen) Days
4 th level	Chief Conservator of Forests, Territorial	15 (Fifteen) Days
5 th level	Principal Chief Conservator of Forests & HoFF, Tripura	15 (Fifteen) Days

Sanjib Das, IFS

Signed by

Sanjib Das

Date: 30-01-2025 17:15:08

Additional Secretary to the

Government of Tripura

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